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Royal Berkshire **NHS**
NHS Foundation Trust

Use the Bleep

If you are the parent or carer of a patient with learning or multiple disabilities, you don't have to wait...



At the Royal Berkshire NHS Foundation Trust, we have listened to people with learning/multiple disabilities and their carers, who say that waiting, even a short length of time, can be frustrating and make them even more anxious.

Because of this, we try to 'fast track' vulnerable people with outpatient appointments through the system. Normally, patients with learning/multiple disabilities will be seen at the beginning of clinics or shortly after they arrive.

However, this may not always be possible. Sometimes, the clinic may be unaware that the patient has learning/multiple disabilities. And, sometimes, delays are unavoidable, due to emergencies and staff being held up. When this happens, and a wait is inevitable, the patient and

their parent or carer can pick up a bleep from the PALS Office (Level 2 behind Reception). The clinic reception will then make a note of the bleep number and will bleep you when the doctor or nurse is ready to see you.

This means you won't have to stay in the clinic area but can use the hospital facilities and other waiting areas (such as the courtyard gardens) – but please don't leave the hospital site.

If you would like to learn more about how the bleep system works, telephone **PALS** on **0118 322 8338** or call the **Learning Disabilities Co-ordinator** on **0118 322 8159**.